

# JAG SINGH

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## SKILLS

**Programming Languages:** Python (2 years), SQL (1 year)

**Tools:** NumPy, SymPy, SciPy, Pandas, Matplotlib, MATLAB, Octave

**Markup & Web:** LaTeX, HTML, CSS

**Productivity:** Microsoft Office 365 (Word, Excel, Powerpoint, OneNote, Outlook)

**Languages:** English (fluent), Punjabi (working proficiency)

## EXPERIENCE

### *Product Advisor*

*May 2018 - Present*

**Microsoft** | Bellevue, WA

- Greet hundreds of consumer and business clients daily as first point of contact in the store.
- Demonstrate dozens of Microsoft products and services including Windows, Office, and XBOX.
- Generate business leads to increase sales revenue and create lifetime client value.
- Process sales with an average transaction value between \$500 and \$1,000.
- Diagnose, troubleshoot, and resolve common technical issues.
- Create service appointments for the more complex technical problems.
- Deliver workshops and personal trainings to educate and inspire clients.

### *Sales Associate*

*August 2012 - May 2018*

**Nordstrom** | Tukwila, WA

- Created a positive client experience by delivering stellar customer service.
- Processed hundreds of transactions daily while handling multiple priorities.
- Labelled inventory and stocked the sales floor regularly throughout the day.
- Increased lifetime client value by opening dozens of Nordstrom credit card accounts.
- Analyzed real time sales data and advised senior management to optimize sales by the hour.
- Managed phone correspondence by directing calls, checking inventory, and fulfilling orders.

## EDUCATION

**Bachelor of Arts in Communication** | University of Washington

*2014 - 2017*

- Coursework included advanced public speaking and a concentration in mathematics.